



Last Updated: 03/09/2022

Billable Activities for Individual Supported Employment — July 1, 2013

The purpose of this memorandum is to inform you of changes to billable activities for individual supported employment services reimbursed through the Individual and Family Developmental Disabilities Support (DD), Intellectual Disability (ID), and Day Support (DS) Waivers. The 2013 Acts of Assembly, # 307. PPPP, requires the Department of Medical Assistance Services (DMAS) to realign the billable activities paid for individual supported employment provided under the Medicaid home-and community-based waivers to be consistent with job development and job placement services reimbursed by the Department for Aging and Rehabilitative Services (DARS).

Effective July 1, 2013, the following additional individual supported employment activities are reimbursable through the DD, ID and DS Waivers after appropriate service authorization has been obtained:

- Job development and job placement activities: A provider may bill for job development and job placement activities when the individual is not present; documentation for units billed must clearly identify the activities performed on behalf of the individual.

There are no changes related to billing for paperwork (writing contact notes, reports, etc.) and transportation for the job coach. CMS prohibits separate reimbursement for these billing activities.

If you have any questions related to the reimbursement for individual supported employment, please contact Sam Pinero, Long-Term Care Program Manager in the Division of Long-Term Care at (804) 786-2149 or sam.pinero@dmas.virginia.gov or Dawn Traver, Community Resource Manager at the Department of Behavioral Health and Developmental Services at (757) 253-4316 or dawn.traver@dbhds.virginia.gov.



MEDICAID MEMO

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352- 0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal at <http://dmas.kepro.com>.

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ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering Internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com (888) 661-5657	Siemens Healthcare (HDX Division) www.hdx.com (610) 219-1600	Emdeon www.emdeon.com (877) 363-3666	Availity, LLC www.availity.com support@availity.com (800) 282-4548	Dorado Systems, LLC www.Doradosystems.com sales@doradosystems.com (856) 354-0048
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"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:



Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

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1-804-786-6273

Richmond area and out-of-state long distance

1-800-552-8627

All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.